

Exception Messages

During the processing of HL7 messages for the MPI and CMOR options, it is possible for CIRN HL7 exception (problem) messages to be generated. These messages serve to notify IRM and/or Patient Administration personnel of dilemmas or situations that have been encountered. Listed below are the mail groups to which these exception messages are sent, depending on the nature of the problem. They are listed by mail group name, type of problem, and recommended mail group members.

Members of the RG CIRN DEMOGRAPHIC ISSUES mail group are automatically notified of problems relating to data. It is recommended that Patient Administration personnel (i.e., Automated Data Processing Application Coordinator (ADPAC) and/or Coordinators, etc.) be made members of this mail group.

There are a number of CIRN exception messages that are technical in nature, involving problems with HL7 messages, multiple sites, or ones that require a NOIS to be logged. Those are not included in this manual because they are sent to the MPIF EXCEPTIONS mail group that has the remote mail group G.CIRN EXCEPTION MGT@FORUM.VA.GOV as the only recipient. The exceptions that go to the remote forum mail group will be resolved by MPI/PD team members or by NVS. The site should not have any local members entered in this mail group.

CIRN Exception Handling option

Patch RG*1*3 introduces the CIRN Exception Handling [RG CIRN EXCEPTION HANDLING] option to replace several exception messages and to allow purging of processed exceptions. The following Clinical Information Resource Network (CIRN) exception messages have been replaced by the CIRN Exception Handling option:

Required Field(s) Date of Birth or Name missing for patient sent to MPI
 SSN Match Failed
 Name Doesn't Match
 Death Entry on MPI not in VISTA
 Death Entry on Vista not in MPI
 Death Entries on MPI and Vista DO NOT Match
 Potential Matches Returned

To access the CIRN Exception Handling option, start at the CIRN Patient Admin Coordinator Menu [RG ADMIN COORD MENU] and choose MSG Message Exception Menu [RG EXCEPTION MENU].

```
Select CIRN Master Menu Option: CORD  CIRN Patient Admin Coordinator Menu
```

```

PM      Patient Merge Utilities ...
GS      Generate a Patient Subscription Request
EQ      CIRN Event Queue Class Statistics
SP      Site Parameters Edit for CMOR
CMOR    CMOR User Menu ...
ADU     CIRN Patient Admin User Menu ...
LOG     Patient Audit Log Reports ...
INQ     Subscription Status Inquiry
MPI     Master Patient Index Menu ...
```

Exception Handling Option

```
MSG      Message Exception Menu ...

Select CIRN Patient Admin Coordinator Menu Option: MSG  Message Exception
Menu

          View Potential Match Patient
          CIRN Exception Handling

Select Message Exception Menu Option: CIRN Exception Handling
```

Upon entering the option, you will be told when the last purge took place and will be asked if you would like to run the purge now. If you choose to purge, you will have to wait a few minutes before using the CIRN Exception Handling option.

The purge removes duplicate entries, resolved entries over 30 days old, and entries for patients with names beginning with "ZZ" from the CIRN HL7 Exception Log file (#991.1). Regular purging provides you with the most up-to-date information on the List Manager screen. If you feel that waiting for the purge to complete is too time consuming, you can ask your IRM service to schedule the background job CIRN Exception Purge [RG EXCEPTION PURGE] via TaskMan to run once a week at an off-hours time that does not conflict with backups.

```
CIRN EXCEPTION HANDLING      Nov 04, 1999 11:06:11      Page:  1 of  1
CIRN Exception Handling

The CIRN Exception Purge process last ran Mar 27, 2000@09:15:31
Do you want to run the CIRN Exception Purge process now? NO// <RET>

      Patient          SSN          Date          Exception
1  SERIOUS,SAM          111111111  11/02/99      SSN Match Failed
2  RUGGED,ROBERT        222222222  11/02/99      SSN Match Failed
3  MERRY,MARY           333333333  11/02/99      SSN Match Failed
4  MERRY,MARY           333333333  11/02/99      Required field(s) Date of
5  JOLLY,JAMES A        444444444  11/02/99      Required field(s) Date of
6  CJOLLY,JAMES B       555555555  11/02/99      Name Doesn't Match
7  JOLLY,JAMES B        555555555  11/02/99      Potential Matches Returne
8  BURLY,BENJAMIN       666666666  11/02/99      Potential Matches Returne
9  ROWDY,ROBERT         777777777  11/02/99      Death Entry on Vista not

      Enter ?? for more actions
SD  Sort Exceptions by Date          VT  View Selected Exception Type
SP  Sort by Patient                  EXC Select Exception
ST  Sort by Exception Type

Select Action:Quit// VT  Select Exception Type to View
Enter an exception type to view: SSN Match Failed
```

This option gives you a list of exceptions that have not yet been processed. You can sort the list by date (default), by patient, or by exception type. You can also choose to view only those of a selected exception type. The first three actions merely change the order that the patients are listed on the screen.

VT Select Exception Type to View

The VT Select Exception Type to View action allows you to see only those of the exception type that you choose.

| | | | |
|---------------------------|-------------------------|-----------------------|-------------------------------|
| CIRN EXCEPTION HANDLING | | Nov 04, 1999 11:15:21 | Page: 1 of 1 |
| CIRN Exception Handling | | | |
| | Patient | SSN | Date Exception |
| 1 | SERIOUS,SAM | 111111111 | 11/02/99 SSN Match Failed |
| 2 | RUGGED,ROBERT | 222222222 | 11/02/99 SSN Match Failed |
| 3 | MERRY,MARY | 333333333 | 11/02/99 SSN Match Failed |
| Enter ?? for more actions | | | |
| SD | Sort Exceptions by Date | VT | Select Exception Type to View |
| SP | Sort by Patient | EXC | Select Exception |
| ST | Sort by Exception Type | | |
| Select Action:Quit// | | | |

EXC Select Exception

Using the EXC Select Exception action to select a specific exception brings you to a screen with more detailed information on the exception as well as the actions to perform Patient Audit, Patient Inquiry, Hinq Inquiry, MPI Display Only Query, Single Patient Initialization to the MPI, Edit Patient Data, and Update Status to Processed.

| | | | |
|--|-------------------------|-----------------------|-------------------------------|
| CIRN EXCEPTION HANDLING | | Nov 04, 1999 11:15:21 | Page: 1 of 1 |
| CIRN Exception Handling | | | |
| | Patient | SSN | Date Exception |
| 1 | SERIOUS,SAM | 111111111 | 11/02/99 SSN Match Failed |
| 2 | RUGGED,ROBERT | 222222222 | 11/02/99 SSN Match Failed |
| 3 | MERRY,MARY | 333333333 | 11/02/99 SSN Match Failed |
| Enter ?? for more actions | | | |
| SD | Sort Exceptions by Date | VT | Select Exception Type to View |
| SP | Sort by Patient | EXC | Select Exception |
| ST | Sort by Exception Type | | |
| Select Action:Quit// EXC Select Exception | | | |
| Select : (1-3): 1 | | | |

| | | | |
|----------------------------------|-------|-----------------------|--------------|
| CIRN EXCEPTION ACTIONS | | Nov 04, 1999 11:30:33 | Page: 1 of 1 |
| CIRN EXCEPTION HANDLING ACTIONS. | | | |
| Exception Data | | | |
| 1 | Name: | SERIOUS,SAM | |
| 2 | SSN: | 111111111 | |
| 3 | DOB: | AUG 22,1941 | |
| 4 | DFN: | 2 | |

Exception Handling Option

```
5   ICN:    1001111111
6   Date of Death:
7   Exception Type:    SSN Match Failed
8   Exception Date:    Nov 02, 1999
9   Exception Status:  NOT PROCESSED

      Enter ?? for more actions
AUD  Patient Audit          SPI  Single Patient Init to MPI
INQ  Patient Inquiry        ED   Edit Patient Data
HI   Hinq Inquiry          UPD  Update Status to Processed
DO   MPI Display Only Query
```

When the exception has been processed, meaning that you have verified data, corrected where necessary, and contacted the CIRN Master of Record (CMOR) site if necessary, then depending on the exception, use either the Single Patient Init to the MPI, or Update the Status to Processed action and the exception will no longer appear on the exception list.

Resolving the Exceptions

1. Required field(s) Date of Birth or Name missing for Patient sent to MPI

This exception occurs during the initialization of the MPI with your local Patient file if the required fields Name and Date of Birth have not been populated. These required fields must have values before patients can be assigned ICNs.

Resolution:

To resolve this exception first correct any missing fields identified. Use the Edit Patient Data action to update the Name, Social Security Number, Date of Birth and Date of Death fields. Use the Single Patient Initialization to MPI action to initialize this patient to the MPI

```
CIRN EXCEPTION ACTIONS      Jan 14, 2000 11:12:11      Page:    1 of 1
CIRN EXCEPTION HANDLING ACTIONS.

      Exception Data
1   Name:    MERRY,MARY
2   SSN:    33333333
3   DOB:    AUG 22, 1941
4   DFN:    3
5   ICN:    100333333
6   Date of Death:
7   Exception Type:    Required Field(s) Date of Birth
8   Exception Date:    Nov 02, 1999
   Exception Status:  NOT PROCESSED

-----Enter ?? for more actions-----
---
AUD  Patient Audit          SPI  Single Patient Init to MPI
INQ  Patient Inquiry        ED   Edit Patient Data
HI   Hinq Inquiry          UPD  Update Status to Processed
DO   MPI Display Only Query
Select Action:Quit// ED   Edit Patient Data
```

```

NAME: MERRY,MARY//
DATE OF BIRTH: 07/22/1941// 08/22/1941
SOCIAL SECURITY NUMBER: 33333333// 33333333
DATE OF DEATH:

```

```

CIRN EXCEPTION ACTIONS      Jan 13, 2000 14:41:24      Page:      1 of 1
CIRN EXCEPTION HANDLING ACTIONS.

```

```

-----Exception Data-----
1  Name:      MERRY,MARY
2  SSN:      33333333
3  DOB:      AUG 22,1941
4  DFN:      3
5  ICN:      100333333
6  Date of Death:
7  Exception Type:      Required Field(s) Date of Birth
8  Exception Date:      Nov 02, 1999
   Exception Status:      NOT PROCESSED

-----Enter ?? for more actions-----
AUD  Patient Audit          SPI  Single Patient Init to MPI
INQ  Patient Inquiry        ED   Edit Patient Data
HI   Hing Inquiry          UPD  Update Status to Processed
DO   MPI Display Only Query
Select Action:Quit// SPI  Single Patient Init to MPI

Attempting to connect to the Master Patient Index in Austin...

Patient was not found in the MPI...

Adding Patient to Master Patient Index...

Enter RETURN to continue or '^' to exit:

```

The screen is then updated with the new ICN and the status is changed to PROCESSED.

```

CIRN EXCEPTION ACTIONS      Jan 13, 2000 14:42:38      Page:      1 of 1
CIRN EXCEPTION HANDLING ACTIONS.

```

```

-----Exception Data-----
1  Name:      MERRY,MARY
2  SSN:      33333333
3  DOB:      AUG 22,1941
4  DFN:      3
5  ICN:      100333333
6  Date of Death:
7  Exception Type:      Required Field(s) Date of Birth
8  Exception Date:      Nov 02, 1999
   Exception Status:      PROCESSED

-----Enter ?? for more actions-----
AUD  Patient Audit          SPI  Single Patient Init to MPI
INQ  Patient Inquiry        ED   Edit Patient Data

```

| | | | |
|----------------------|------------------------|-----|----------------------------|
| HI | Hing Inquiry | UPD | Update Status to Processed |
| DO | MPI Display Only Query | | |
| Select Action:Quit// | | | |

2. SSN Match Failed

This exception occurs when a discrepancy exists in a patient's SSN between your local Patient file and the MPI. The facility's local Patient file may have a pseudo SSN for a patient, while the MPI does **not** have one at all (i.e., the field is not populated in the MPI).

This exception can also occur when an SSN is populated in both your local Patient file and the MPI for the same patient but the values are different (e.g., the site has a pseudo SSN and the MPI has a "national" SSN for the same patient). Based on a review by Patient Administration personnel, it can be decided if the SSN should be updated in your local Patient file (#2).

Another example of an event that would cause this exception is a lost connection to the MPI when the patient is being added to the MPI. This would cause the patient to be assigned a national Internal Control Number (ICN) on the MPI but have a local ICN assigned at your site. If a user then updates the patient's Social Security Number, the MPI finds a potential match but the ICN is different than on your system.

Resolution:

First, determine if the SSN you have is correct. If not, use the Edit Patient Data action to correct it. Once corrected (or if it is already correct), use the Single Patient Initialization to MPI action to initialize this patient to the MPI. If the SSN matches now, the patient will automatically be matched up with the entry on the MPI.

If the SSN still does not match, you will get a list of one patient or more to pick a match from, or be allowed to add this patient to the MPI. If you believe that these two patients are the same, select the person from the list. You will be asked if you are sure since the SSN doesn't match. If you have verified that the SSN you have for this patient is correct, send a message to the CMOR noting what you have found so they can correct their entry. Once the CMOR is corrected, the resulting messaging will update the MPI and treating facilities.

3. Name Doesn't Match

This exception is used to inform Patient Administration personnel that the Name returned from the MPI does not match the entry in your local Patient file (#2). This message should be forwarded to the Patient Administration Coordinator at your facility to see if this patient's name should be updated in the local Patient file (#2).

Another example of an event that would cause this exception would be a lost connection to the MPI when the patient is being added to the MPI. This would cause the patient to be assigned a national Integration Control Number (ICN) on the MPI but have a local ICN assigned at your site. If a user then updates the Name, the MPI finds a potential match but the ICN is different than that on your system.

Resolution:

Use the same resolution as with SSN, substituting Name for SSN.

4. Death Entry on MPI not in VISTA

This exception message occurs when the Date of Death field is populated in the MPI for a particular patient. However, that same field is **not** populated in your local Patient file (#2).

Resolution:

The resolution for all three Death Entry Exceptions is the same. The first step is to use the Patient Inquiry to identify the patient's CMOR site. If you are the CMOR, use the MPI Display Only Query to identify that the MPI data and your facility data match. If they do match, no action is necessary. If you are not the CMOR, do a HINQ inquiry to see if the patient has a date of death there and contact the CMOR to resolve the issue. If you are the CMOR, and the data has not been updated on the MPI, you will want to trigger an A08 message to the MPI. This can be done by re-entering the Name or DOB (or any of the other fields that CIRN monitors, including date of death). Use the Update Status to Processed action when you have resolved the exception. This will take the exception off the list.

5. Death Entry on VISTA not in MPI

This exception message occurs when the Date of Death field is populated in your local Patient file (#2) for this patient. However, that same field is **not** populated in the MPI.

6. Death Entries on MPI and VISTA DO NOT Match

This exception occurs when the MPI and your local Patient file have different dates of death for the same patient.

7. Potential Matches Returned

During the initialization of your site to the MPI you are likely to receive many of these exceptions. It is very important for the sharing of information between sites that they be resolved as quickly as possible. After this first large batch of potential matches has been resolved, you will still receive occasional exceptions of this type that need to be resolved.

During the ListManager display when presented with a list of potential matches, the following message may also be displayed to the user if this ICN is already in use by another patient.

```
You are attempting to assign an ICN that has already been assigned
to another patient in your Patient file.
An Exception will be recorded noting that these 2 patients
need to be reviewed to determine in they are a duplicate
```

Resolution:

Once you have determined either the correct match or that the patient is indeed new to the MPI, use the Single Patient Initialization to MPI action to resolve the exception.

Exception Messages not Included on the Exception Handling Option

1. Multiple ICNs

This message is intended for Patient Administration personnel who are responsible for resolving potential duplicates in the Patient file (#2). The message indicates that the MPI identified both of these patients as being the same person. However, CIRN/MPI Business Rules prevent two or more patients in the same Patient file from having the same ICN.

```
Subj: CIRN Exception: Multiple ICNs [#707] 21 Sep 99 02:03 1 Line
From: HL7 Msg # 2001179104 In 'IN' basket. Page 1 *New*
-----
Multiple ICNs: Patient dfn ##### returned ICN 1000000000 that is already in
use for Patient dfn ##### Checkout pair to determine if a Duplicate

Select MESSAGE Action: DELETE (from IN basket)//
```

Resolution:

To resolve this, it is necessary to look up both of the patients whose DFNs are provided and determine if they are a duplicate pair. If it is a duplicate pair, determine which patient is correct. The wrong patient should be ZZed out and leading zeros should be added to the SSN. Use VA FileMan to view which of the patients has a "national" ICN – looking at the Integration Control Number and Locally Assigned ICN fields, also display the CIRN Master of Record. If you are not the CIRN Master of Record, log a NOIS asking for assistance since you are not the CMOR. If you are the CMOR, continue on. If the patient that was "ZZed" has an ICN (national – no value in the Locally Assigned ICN field), use the Inactivate Patient from MPI option to remove this patient from the MPI. That will clean up the local ICN and CMOR data, as well as clean up the MPI. Then use the Single Patient Initialization option for the "correct" patient, to get that patient added to the MPI. If the "ZZed" patient has a Local ICN (Locally Assigned ICN field set to yes), delete the Integration Control Number, Locally Assigned ICN and CIRN Master of Record fields for this patient, via VA FileMan.

(For more information on CIRN/MPI Business Rules, see Appendix A – CIRN Business Rules in any CIRN-PD/MPI manual.)

2. Attempt to Inactivate Shared Patient

This exception results if subscribers exist for a patient (or ICN) you tried to remove from the MPI using the Inactivate Patient from MPI option. You cannot remove this patient from the MPI.

3. Update Message is not from CMOR

This exception results if an update message has been received from a non-CMOR site. You should not update the patient information.